



With TechBridge's Service Level Agreements (SLA) management, companies clearly define the level of service customers receive from their suppliers and indicators of this service (availability and uptime, application response time, performance benchmarks, response time, etc.). Can be determined. It can be measured. This platform helps users meet service level agreements (SLAs) in their business applications and provides OOB performance reports for use in capacity planning and effective use of IT resources.

A documented contract between a service provider and a customer that identifies both the required service and the expected level of service.

SLAs define what IT service providers and customers should expect when commissioning a service.

In ITIL service lifecycle, SLAs are defined and modified in two major areas:

- Service Design
- Continual Service Improvement

This means that IT service SLAs should be created with the specifications for new and upgraded services. Whenever you design or modify an IT service, you should also review and modify the relevant SLAs to make sure they are fair, enforceable, and realistic.

Service Level Compliance

Regularly review SLA compliance, enjoy the benefits of integrating and trusting your organization's tasks into an automated solution, and save effort and time to successfully complete this process.

Service Level Administration

The platform provides easy service level management and tracks downtime / uptime SLA requirements compliance from a single integrated monitoring, management, and reporting interface.

Service Level Monitoring

Use a structured approach to service level monitoring to ensure high availability for mission-critical business applications and enable enterprises to achieve higher business value through better management of IT and IT processes.

Create separate SLAs for each IT service you need to measure

SLAs are a collection of promises that service providers make to their customers. Avoid creating a single SLA for the entire service catalog. For example, instead of defining that all IT service requests run within 5 hours, create a separate SLA for each IT service you want to track.

Do not create SLAs that cover all your organization's divisions

If you support organizations with many different locations or departments, be careful about creating SLAs that cover multiple locations. Comprehensive SLAs may not adequately support every location, as different entities may have different support requirements.

For example, when providing printer support, a customer may request a four-hour response time from 8 am to 5 pm on weekdays. This can easily be achieved in metropolitan areas where there are many engineers. In rural areas where there are few technicians living in remote areas, it can be more difficult to handle this four-hour response.

In these and similar situations, regional service details or regional individual SLAs may be required.

Align SLAs with the customer's desired outcome

The SLA should be tailored to the customer's desired results. Be aware of the "watermelon effect" when the service provider meets the SLA metrics (such as service availability) but does not support the customer's actual goals.

Traditional SLAs use IT operational metrics such as: B. The telecom line should be on for 99.1% of the time. These SLAs maintain numbers, but there is no context for the results the customer wants. Instead, use SLA truthful measurements and metrics that reflect what your customers really want.

For example, SLAs can guarantee 99.9% uptime of a communication line. Testing has shown that this metric is met, but 0.1% downtime occurs during the busiest hours of customers with high telecom traffic, such as during NCAA tournaments and Amazon Prime Day. Customers are dissatisfied with a 0.1% drop in service during these outages. Like a watermelon, the service provider ensures that the green SLA is met (99.9% uptime) on the outside while the customer fails the red SLA on the inside. When the line is congested, the user loses connection.

Make SLAs measurable

The service desk should be able to collect and display the metrics needed to determine if the SLA is met. The SLA must represent

SMART's goals. It's concrete, measurable, achievable, relevant, and timely.

Each individual SLA must possess the following characteristics:

- **Specific:** SLAs need to be sufficiently specific and detailed to define service delivery expectations.
- **Measurable:** We need a way to track actual performance against promised SLAs. Many service management platforms include the ability to compare SLA pledges with actual time or other service measurements recorded for that item. Accumulating and demonstrating SLA performance is difficult if the basic management tools do not include SLA goals and metrics used to deploy service catalog items.
- **Achievable:** SLAs must be realistic and achievable. Unrealistic goals can discourage service delivery teams.
- **Relevant:** SLAs should be directly related to the IT services provided and related to performance assessments for that purpose.
- **Timely:** The SLA must include the period during which the service will be provided. The SLA must include the period during which the service will be provided.

Review & adjust SLAs periodically

As part of the ITIL Continual Service Improvement Core, SLAs need to be reviewed and updated when changes are proposed or promised for that service. Coordinate changes that affect your desired goals, such as service time, availability, uptime, completion, and response time.

Organizations that neglect to review and coordinate SLAs when improving IT services may fail to meet service-level goals, resulting in customer loss or penalties for failing to meet SLAs.

Ensure SLAs account for usual & unusual exceptions

It is just as important to define where the SLAs apply and where they do not. SLAs must define all common and anomalous situations that interfere with or interfere with the processing of IT services. Some SLA exceptions may include:

- All orders will be released within 1 hour of receipt, except Sundays from 1am to 4am when system maintenance will take place.
 - The new computer will be configured and delivered within 5 business days. If the holiday is within the delivery period, additional days will be required.
 - If the administrator approves the addition of a user, the new user will be added to the system within one day of receiving the new completed user form. When a new user's request is received, it is not considered a service level mistake, but the administrator takes longer to approve the new user.
- SLA goals are temporarily exempt in the event of local or regional disasters that affect service, such as fires, floods, earthquakes, pandemics, long-term power outages, and network outages.

SLA Violation Mitigation

Define the target value and receive notification of SLA violations. Get details of the remaining health trends achieved as a percentage of SLA violations.

Proactive Alerts & Notifications

Receive service-level violation alerts over a specified time period, along with violation time, percentage of downtime, LF time, and other details.

Meeting SLA Compliance

Get SLA compliance status, SLA status, desired time period SLA lifecycle, and severity and timing compliance details.

FOR MORE INFORMATION

About TechBridge

TechBridge is the World's leading Product & Solutions Company. Data Center Applications, Collaboration and Real Time Communication. DC Management and Monitoring, Disaster Management, Security, Collaboration and Cloud. Its market-leading Network Modernization, Unified Communications, Mobility and Embedded Communications solutions enable customers to quickly capitalize on growing market segments and introduce differentiating products, applications and services. We are an expert and leader in Government Solutions, Smart City Solutions, Data Centers and Large Enterprises. We do custom applications also, as per the customer requirements.

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